

E. 01345A-08-0172



0000099370

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 79657

Date: 6/12/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Phil & Beverly Last: Podany

Account Name: Phil & Beverly Podany

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85016

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

6/11 Docket No. E-01345A-08-0172

Customer is opposed to any rate increases to APS. He states the charges on his bill other than the cost of electricity causes his bill to be doubled. He feels these charges should be eliminated in these economically hard times.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/11

Customer was upset about the high costs of electric service. We discussed the reasons for the charges being broken down, which enables the consumer to know exactly how much is being billed for each of the services provided in order to get service to him. We talked about this type of billing being a pre cursor to competitive service within the state. He thanked me for the clarification and explanation.

Advised that his comments would be made part of the case though Docket Control.

End of Comments

Date Completed: 6/12/2009

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Arizona Corporation Commission

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